

- **When will I get access to my CollegePass or EcoPass?**
  - Your @du.edu email address will automatically be initiated during the enrollment or hiring process. You will receive an email automatically with instructions on next steps once the process has begun.
- **How do I use my CollegePass or EcoPass in the MyRide App?**
  - You must Create a QR Code Token in the MyRide App, or we will not be able to issue you a Pass.
  - You will receive a separate email once your Pass is Issued, *after* you have created your QR Code.
  - If you don't receive an email you Pass has been Issued, be sure to double-check you're created a QR Code Token in the MyRide App.
- **Who will emails about the new system come from?**
  - Emails about the RTD Pass System will come from [noreply@justride.com](mailto:noreply@justride.com)
- **When is my CollegePass Active?**
  - RTD CollegePasses are active only while you are registered for classes.
  - Passes turn off over the summer break and turn back on again in the fall when classes resume.
  - If you are enrolled in summer classes, your pass will remain on over the summer.
- **What if I lose my phone and get a new phone/device?**
  - When you log into your account on the new phone it will prompt you to answer a question confirming the device change. Your QR code and EcoPass will be available on the new device.
- **What happens if my phone becomes inoperable (dead battery)? How do I get home?**
  - You will have to use some other payment method for the trip.
- **How long will the current RTD Smart Cards be valid?**
  - The Employee Eco Pass System will be deactivated on September 30, 2023. The Student College Pass System will be deactivated on November 30, 2023.
- **Can I see the EcoPass or CollegePass as an active token on the MyRide App?**
  - Your Pass does not show in the app, but we can see it in the partner portal. You may log into the customer web portal and see it at <https://rtddenver.justride.tickets/> under travel tokens.
- **What if I don't have a Smart Phone?**
  - Please contact the Pioneer ID Card Office at [pcard@du.edu](mailto:pcard@du.edu) and we will assist you.
- **What happens if I forget or lose a MyRide card?**
  - You will have to get a replacement card and use some other payment method for the trip home until the card is replaced.
- **What about security and safety with the MyRide app?**
  - The RTD Mobile Privacy policy can be found at <https://www.rtd-denver.com/fares-passes/mobile-tickets-privacy-policy>.